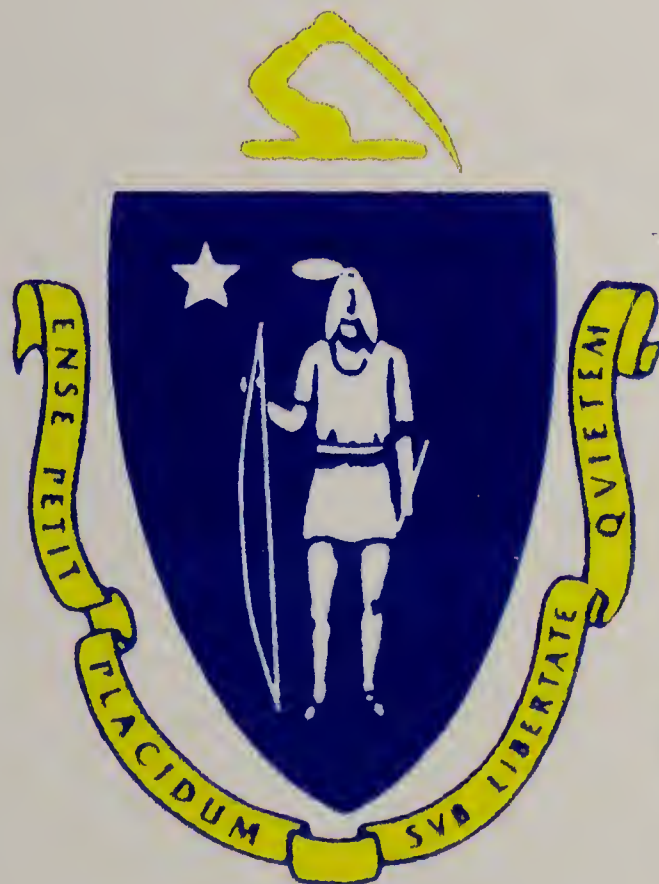


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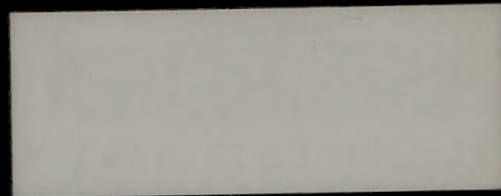
ANTI-TERRORISM PERSONAL SECURITY PLANNING AND INFORMATION BOOKLET

William F. Weld
Governor

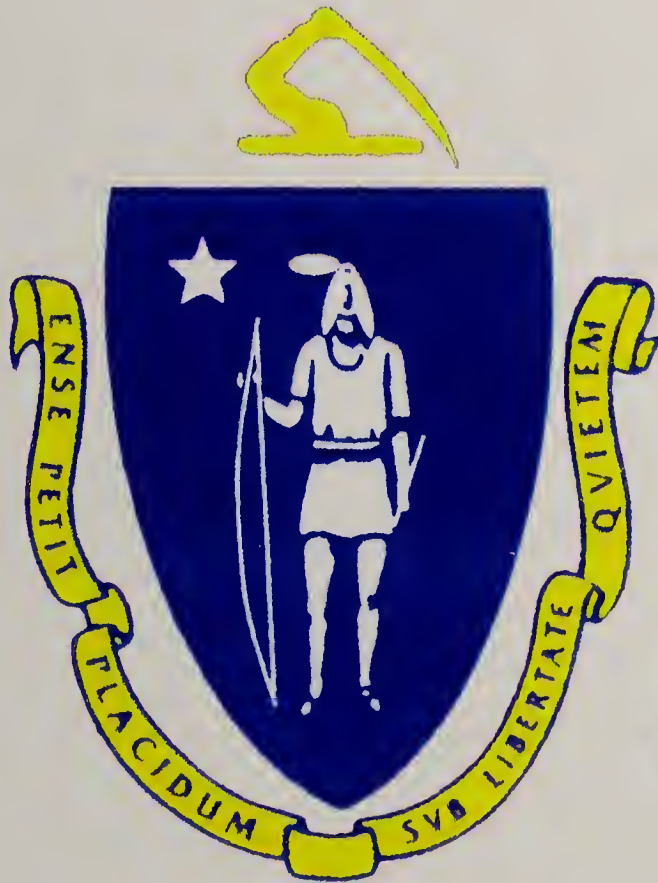
A. Paul Cellucci
Lt. Governor

Kathleen O' Toole
Sec. of Public Safety

A. David Rodham
Asst. Sec. of Public Safety



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**ANTI-TERRORISM
PERSONAL SECURITY PLANNING
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- Massachusetts Emergency Management Agency
- Massachusetts Executive Office of Public Safety
- Massachusetts Firefighting Academy
- Massachusetts National Guard
- Massachusetts State Police

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INTRODUCTION

Recent events in the United States have caused us to take a closer look at terrorism and how it affects us. In the past, public outcry and government response to terrorist incidents committed against U.S. civilians, military, government officials, or property (at home or abroad) tended to be short lived. Typically, an event produces a short period of anger and outrage lasting a few days, or, perhaps, weeks. There is often a call for tougher federal action and better security measures, but little of substance is accomplished. Interest slowly abates until the next major incident reinitiates the sequence.

State and private facilities, as well as employees, can be targets for terrorism, kidnapping, bombings, forcible occupation and sabotage. While it may be difficult to consider seriously the possibility of becoming the victim of a terrorist incident, it is important for you, your family, co-workers and employees to take precautionary measures which can perhaps prevent danger. Effective barriers, both physical and psychological, can help reduce the likelihood of these threats.

The Massachusetts Emergency Management Agency (MEMA) along with the Executive Office of Public Safety has taken the responsibility of bringing to you, the citizens of the Commonwealth, a comprehensive terrorism awareness program. The enclosed guidelines will help you analyze your office, home, and travel security profile; and suggest measures which can reduce your potential for becoming a target for terrorism..

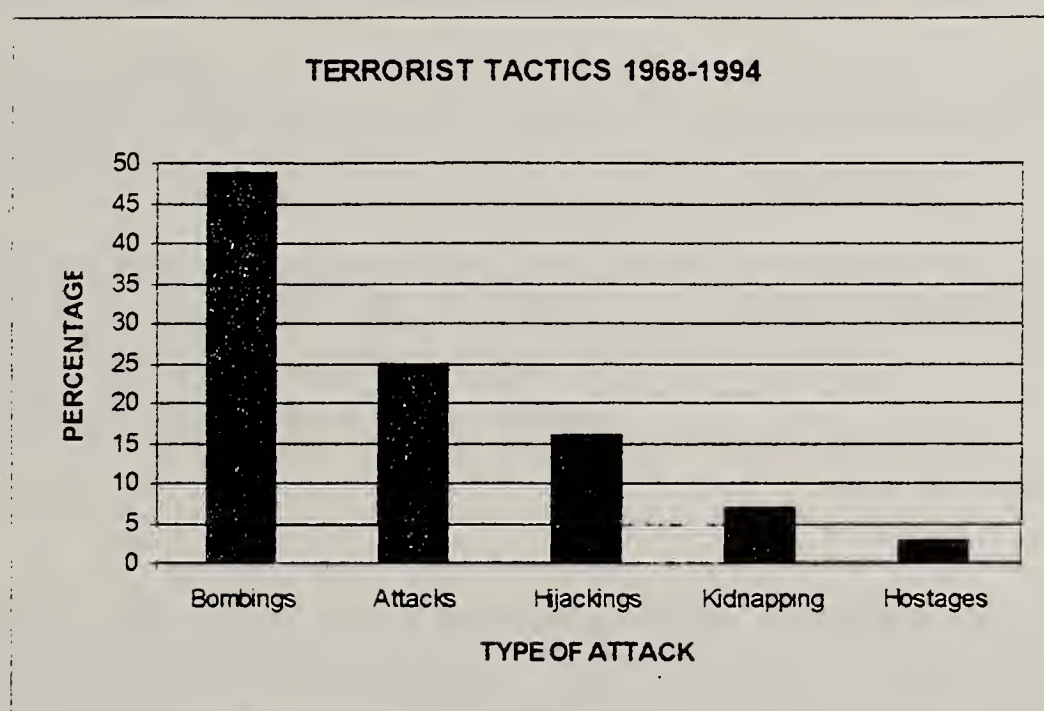
We have all come to realize the benefits of health, life, and other forms of insurance, and treat these precautions as a matter of necessity. All state, and private employees should treat the measures recommended in this training program as a routine part of your life and consider them as a necessity in your daily routine.

NOTES:

INTRODUCTION

The Terrorism Threat, What It Means To You:

Over the past decade, the United States has had to address the issue of terrorism closer than it has before. We have become the favored target for both international and domestic terrorist groups. With recent events in the U.S. (World Trade Center, Oklahoma City, Sunset Limited Derailment, Olympic Bombing), we are no longer afforded the luxury of believing that we are a nation that is immune from the threat of terrorist actions.



Do not assume that because you are not a high-ranking or prominent official you are exempt from terrorist attack. Some victims of previous attacks were chosen because other more attractive, potential targets took precautions that eliminated them from consideration. The very fact that you are public officials and/or employees of recognized organizations, makes you attractive targets to a variety of organizations around the world as well as domestically.

A Provisional Irish Republican Army (PIRA) terrorist was quoted in 1984 regarding the failed bomb attack on then Prime Minister Margaret Thatcher:

"Today we were unlucky, but remember we only have to be lucky once--you will have to be lucky always."

BOMBS AND BOMB THREATS

Description and Planning:

Bombing and the threat of being bombed are harsh realities in today's world. The public is becoming more aware of those incidents of violence that are perpetrated by vicious elements of our society through the illegal use of explosives. Law enforcement agencies are charged with providing protection for life and property, but law enforcement alone cannot be held responsible. Every citizen must do his or her part to ensure a safe environment.

The information contained in this section of the program is designed to help both the public and private sectors prepare for the potential threat of explosives related violence. While the ideas set forth herein are applicable in most cases, they are intended only as a guide.

If there is one point that cannot be overemphasized, it is the value of being prepared. Do not allow a bomb incident to catch you by surprise. By developing a bomb incident plan and considering possible bomb incidents in your physical security plan, you can reduce the potential for personal injury and property damage.

Bombs:

Bombs can be constructed to look like almost anything and can be placed or delivered in any number of ways. The probability of finding a bomb that looks like the stereotypical bomb is almost nonexistent. The only common denominator that exists among bombs is that they are designed or intended to explode.

Most bombs are homemade and are limited in their design only by the imagination of, and resources available to, the bomber. Remember, when searching for a bomb, suspect anything that looks unusual. Let the trained bomb technician determine what is or is not a bomb.

Bomb Threats:

Bomb threats are delivered in a variety of ways. The majority of threats are called in to the target. Occasionally these calls are through a third party. Sometimes a threat is communicated in writing or by a recording. Two logical explanations for reporting a bomb threat are:

1. The caller has definite knowledge or believes that an explosive or incendiary bomb has been or will be placed and he/she wants to minimize personal injury or property damage. The caller may be the person who placed the device or someone who has become aware of such information.

BOMBS AND BOMB THREATS

2. The caller wants to create an atmosphere of anxiety and panic which will, in turn, result in a disruption of the normal activities at the facility where the device is purportedly placed. Whatever the reason for the report, there will certainly be a reaction to it. Through proper planning, the wide variety of potentially uncontrollable reactions can be greatly reduced.

Responding to Bomb Threats:

Telephonic Bomb Threat:

Instruct all personnel, especially those at the telephone switchboard, what to do if a bomb threat call is received. It is always desirable that more than one person listen in on the call. To do this, you might want to instruct your staff in developing a signal for a bomb threat.

A calm response to the bomb threat caller could result in obtaining additional information (this is especially true if the caller wishes to avoid injuries or deaths). If told that the building is occupied or cannot be evacuated in time, the bomber may be willing to give more specific information on the bomb's location, components, or method of initiation.

The bomb threat caller is the best source of information about the bomb. When a bomb threat is called in it is important to follow instructions below:

1. Keep the caller on the line as long as possible. Ask him/her to repeat the message. Record every word spoken by the person (**Use Telephone Bomb Report in Appendix B**).
2. If the caller does not indicate the location of the bomb or the time of possible detonation, ask him/her for this information.
3. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
4. Pay particular attention to background noises, such as motors running, music playing, and any other noise which may give a clue as to the location of the caller (**Use Caller Identification Checklist in Appendix B**).
5. Listen closely to the voice (male, female), voice quality (calm, excited), accents, and speech impediments. Immediately after the caller hangs up, report the threat to the person designated by management to receive such information.

BOMBS AND BOMB THREATS

6. Report the information immediately to the police department, fire department, and other appropriate agencies. The sequence of notification should be established in the bomb incident plan.
7. Remain available, as law enforcement personnel will want to interview you.

Written Bomb Threat:

When a written threat is received, save all materials, including any envelope or container. Once the message is recognized as a bomb threat, further unnecessary handling should be avoided. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper, and postal marks. These will prove essential in tracing the threat and identifying the writer.

While written messages are usually associated with generalized threats and extortion attempts, a written warning of a specific device may occasionally be received. It should never be ignored.

NOTES:

BUILDING AND OFFICE SECURITY

OFFICE SECURITY ASSESSMENT:

A complete assessment of your security needs is the first step toward an effective security program. Most crimes are directed toward individuals or offices which have little or no security planning in place. Take a close look at your present security measures and possible weak points. This is your time to think like a criminal or terrorist. How would I??? Ask yourself the following questions:

1. What is your target potential?

2. What is the prevailing attitude towards security?
Poor _____ Good _____ Excellent _____
3. Who is responsible for the overall security program?
Name _____ Number _____
4. How are security policies enforced?
Security Manager _____ Office Manager _____ Private _____
5. When was the current emergency preparedness plan developed (fire, power failure, and disaster)?
Date _____
6. What resources are available locally and how rapid are the response times for Police, Fire, EMS?

7. What kind of physical security systems and controls are presently used?

8. Do the available security resources, policies and procedures meet the potential threat?
Yes _____ No (explain) _____

BUILDING AND OFFICE SECURITY

Once you have completed your assessment follow up with your local/state law enforcement, fire, emergency management agency to act on the findings. These organizations will be able to assist you in helping to establish policies and procedures.

General Security Suggestions:

- Install card key access systems at main entrances and on other appropriate doors.
- Issue access control badges, with recent photographs, to all employees and authorized contractors.
- Upgrade perimeter control systems with intercoms and closed circuit monitoring devices.
- Keep master and extra keys locked in a manager or security office.
- Have a back up communication system i.e.: two way radio, cell phone.
- Arrange office space so unescorted visitors can be easily noticed. Insure staff follow strict access control procedures, do not allow exceptions.
- Keep important papers locked in secure cabinets.
- Locate executive offices near the inner core of the building to afford maximum protection and avoid surveillance from the outside.
- Keep offices neat and orderly which will help to identify strange objects.
- Keep publicly accessible rest room doors locked and set up a key control system. If there is a combination lock only office personnel should open the door for visitors. The combination should never be given out.
- Keep closets, service openings, telephone and electrical closets locked at all times. Protect crucial communications equipment and utility area with an alarm system.
- Open packages and large envelopes only if the source or sender is positively identified.
- Do not work late on a routine basis.

BUILDING AND OFFICE SECURITY

Emergency Secure Room:

You may wish to consider maintaining one or more "secure rooms" on your work premises. This area can serve as a retreat in case of intrusion or other danger. The room should be equipped with:

- Steel doors, hardened walls and protected ventilation system.
- First aid equipment
- Phone and back up communication equipment
- Fire extinguisher
- Emergency tool kit
- Extra food and blankets
- Flashlight and batteries

Emergency Contact File:

In addition to the above recommendations, your office should maintain an emergency contact file for immediate access to key personnel. The information enclosed in this file is confidential and should only be used in case of emergency. Elements of this file include:

1. Home address and telephone number
2. Family members names, ages, description
3. School schedules; addresses phone numbers
4. Close relatives in the area; names, addresses, phone numbers
5. Medical history an physicians names, address, phone number
6. Any code words or passwords which might be used .

HOME AND FAMILY SECURITY

The following area is a difficult area to address other than very generally. Changeable conditions and unique differences in housing, family makeup, preoccupation with social and business affairs, neighborhood demographics and lifestyle all impact the home security profile. These factors should not take precedence over the primary consideration - you and your families personnel safety. When potential danger exists, the family must take precautions and follow common sense security guidelines. A good approach is to concentrate on making the home a risky target to intruders, and to instill security awareness into each family member.

Preparing You and Your Family:

- Never discuss home security and family emergency plans outside your home.
- Make an effort to meet your neighbors and involve them in your security planning if necessary.
- If forced entry is attempted, lock the door, phone for help and go to your safe room.
- Gather important information for each family member (names, phone numbers, ages, description, school, employer, social activities, etc.) Lock this information in a secure cabinet at home.
- Be alert for possible surveillance activities. Someone may be watching your actions and daily schedule before targeting your house.
- Do not display a routine pattern of leaving at the same time every day, modify your schedule, leave at different times.
- Always answer the telephone with a simple hello and establish the identity of the caller before giving out information such as your name and address and who is home. Children should be instructed in this procedure as well if they are alone.

Teach Children:

- Report suspicious persons or incidents, describing all the details they can remember.
- Never to travel alone, always try to walk with a group.
- Refuse rides from strangers.
- Play in designated areas, not isolated or unsafe areas.

HOME AND FAMILY SECURITY

- Let parents know where they are going and when they will be back.
- Avoid strangers and don't let them approach them even if it is to help find a lost pet.
- How to summon for help.
- When approached by a stranger yell and run to the nearest person or home.
- When at home how to use the phone.

If your child is picked up at school, make sure the school has an established procedure for confirming the arrangement with your home or office. Children should be reminded not to change their after school plans without parental consent.

Home and Life Survey:

Begin your home security with an in-depth security survey. Include both the residence and the habits and lifestyles of each family member. Look for possible trouble spots. Let each member contribute to feel a part of the survey and suggest ideas to minimize the risks identified. Every person can develop a special sense for observing surroundings, spotting potential problems, and pointing out danger in everyday situations. The survey can point out the physical and human weaknesses that may put the family in danger. Put yourself in the place of the intruder and look for weak spots. The following checklist may help in performing the survey and developing your security guidelines (**Refer to Appendix A for additional information**).

Private Residence:

- Install metal sheathed or solid core entrance doors and install peepholes or intercoms.
- Hang exterior doors on heavy metal hinges with non removable pins.
- Secure sliding glass doors with a bar, pin the frames so they cannot be lifted off the track.
- DO NOT leave keys under door mats, flower beds or in a hiding place near the door.
- Never put ID tags on key chains.
- Have a (burglar, fire, panic) alarm system installed by a responsible company that provides 24-hour service and has demonstrated professional security expertise.
(Investigate them with the local police.)

HOME AND FAMILY SECURITY

- Test the alarm components routinely, ensure that if the alarm rings at a remote office, response is in a satisfactory manner.
- Provide clear lines of sight from all windows and door by cutting back the shrubbery.
- Erect a fence with a locking gate.
- Illuminate residence perimeters and driveway approaches. Place lighting in a non accessible location such as under the eaves. Eliminate shadows, but do not cause glare to persons approaching or leaving the home.
- Configure your lighting circuits so that the loss of one lamp will not leave an area totally dark. Also, put different lamps on a timer or a photoelectric switch to provide light when out.
- Be sure all windows are properly installed with storm windows, locks and pins, shutters or alarms.
- Change your remote alarm and garage door opener codes semi annually.
- Locate water, gas and electrical distribution boxes inside the residence. Label fuse or circuit breaker and ensure they are locked.
- Consider establishing a well equipped "safe room" like the one previously described. Sometimes this can double as a refuge from natural disasters.

Apartment/Condo Complex:

- How is the access controlled in your building and are procedures adhered to (key, code, doorman)?
- Public areas should be well lit after dark (lobby, laundry area, parking lot, etc.).
- Fire exits and doors should be clearly marked and possibly alarmed to preclude unauthorized entry.
- Are balcony areas easily accessible from the exterior of the building?
- Door should contain a 180 degree peephole and auxiliary dead bolt lock.
- Garage doors and entry gates should be kept locked at all times (not propped open).

HOME AND FAMILY SECURITY

Going Out of Town:

If you are planning to be away from your residence or business for an extended period of time, there are some things which you should do to reduce your risk potential.

- Arrange for mail and newspaper stoppage or ask a friend to pick them up.
- Make sure phones do not ring incessantly, a dead give away that no one is in.
- Use timers to turn on and off lights and appliances. These timers should be staggered so lights go on and off in a normal fashion.
- Leave a set of alarm codes, keys and any other pertinent information with a trusted neighbor or friend. Inform the local police to contact them if there is any problem. (Remember to change all codes upon return.)
- Arrange for lawn care or snow removal on a routine basis while away.
- Upon return, if there is evidence of a break-in, call the police and DO NOT enter. Await the arrival of law enforcement personnel.

NOTES:

TRAVEL SECURITY

Most of the security resources you can depend on at the office or at home are nonexistent when you travel. Your greatest security asset is yourself. Take precautions, vary your routines, keep a low profile, and be alert to suspicious people and circumstances.

Staying in Hotels:

- Keep your room card or key on your person at all times when out of the room. When in your room place the key in the same location every time.
- If you have the option, arrange to stay in a room between the second and ninth floors.
- Stay away from windows and pull drapes.
- Do not give out your room number to anyone you do not know.
- Keep your room and personal items neat and orderly so you'll recognize if something is out of place when you come back.
- Check the locations of the emergency exits and fire extinguishers near your room.
- Do not admit strangers into your room. If you must call room service, confirm when they will be arriving.
- Know the number and location of hotel security.
- Retrieve all duplicate slips with pertinent information on them.
- When leaving your room, always leave a light on and turn on the TV or radio. Shut the bathroom door and place the "do not disturb" sign on the outside of your room doorknob.

Vehicle Travel:

Passenger vehicle travel has many inherent security risks. Vehicles are easily recognized by year, make and model. A terrorist or criminal knows specifically how to gain entry as well as operations of security devices. Cars can be followed discreetly, with a very low risk of detection. You may not know you were targeted until its too late. Vehicles are often parked in public areas with no control or protection, affording easy access to terrorist, stalkers, or intruders. Groups who assault vehicles rely heavily on the element of surprise. They aim to catch the victim "off balance" and scare them into acting irrationally. The shock of a car

TRAVEL SECURITY

jacking attack is greatest at points of changing surroundings, such as entering or exiting the vehicle. If you are in a situation such as a car jacking, give the vehicle to the suspect. Your car can be replaced; you can not!

Daily Vehicle Precautions:

- * Never overload a vehicle, all persons should use seat belts.
- * Keep your vehicle in good mechanical repair.
- * Maintain a gas tank policy of never less than one-half full.
- * Install a vehicle alarm, a hidden kill switch, or steering wheel club.
- * Keep your ignition key separate from all other keys, never leave the trunk key or other keys with attendants.
- * Do not hide a spare key under the floor mat or under the hood.
- * Always park in areas that are locked, attended, and well lit.
- * Inspect the outside, underneath and inside of your vehicle carefully for strange objects or tampering before entering.
- * Do not leave windows down, or doors unlocked.
- * Always have your door key in your hand and ready to insert into the vehicle before approaching.
- * If your car breaks down, put on emergency flashers and remain inside with your doors locked. If someone stops to help, ask them to call for assistance.
- * Never pick up hitchhikers.
- * Always drive with your windows up and your doors locked.
- * Know your route and locations of secure places along the way i.e.: police, fire, services stations, stores.
- * Have a car phone or CB radio. Communicate frequently, let others know your location and destination and when you are expected to arrive.

TRAVEL SECURITY

Vehicle Emergency Procedures:

1. Review mental preparations of what you would do were an attack to take place.
2. Be alert to possible surveillance, if you suspect you are being followed, go to the nearest secure public place and call the police.
3. Avoid driving in the far right-hand lane when possible to prevent being forced over.
4. Be aware of minor incidents that could block traffic along your route. If you see a suspicious road block or detour, take an alternate route.
5. Try to carry a cellular phone, and have it accessible for emergency calls.
6. Inform another person of your travel plans, so they can expect you at a certain time.
7. If involved in a motor vehicle accident or an unusual situation do not panic. Remain calm and await the authorities. If you feel unsafe and you are able to operate your vehicle, drive to the nearest safe location and call the police. If you are not able to operate your vehicle, stay inside, put on flashers and ask someone to call the police.

Airline Travel:

We have all come to accept that security at airports is now an important factor when traveling. Whether traveling on business or pleasure, or even if meeting someone at an airport, we are all accessible targets for terrorism.

With the technological advances in weapons and explosives, a terrorist does not have to worry about being caught smuggling weapons on board an aircraft. Plastic explosives such as semtex, can be molded into anything by a terrorist and can pass through airport x-ray machines (Twelve ounces of semtex inside a portable radio, was used to take down Pan Am Flight 103 over Lockerbie, Scotland).

There are some precautions that you can take both before your trip and at the airport.

1. Restrict knowledge of your travel plans to a need to know basis.
2. Keep your itinerary and travel documents locked in a safe place until needed.
3. Provide a copy of your itinerary to your family and your office. Check in from time to time.

TRAVEL SECURITY

4. When traveling abroad, carry your civilian passport and an official one if it applies to you. Keep your official one in your luggage.
5. Memorize the passport number, date and place of issue. If necessary, write this information down and place this information somewhere other than a wallet or suitcase, since these items may be taken from you. This information may assist in identifying you after an incident.
6. Know who to contact if you should lose any documents, credit cards, and/or passport.
7. If you have traveled overseas before (i.e. Israel), and your passport has been marked with an entrance and exit stamp, you may want to take the precaution of getting a new passport.
8. Do not fill out any emergency contact information in a passport. This information is not required legally and should be kept elsewhere.
9. Do not put medicines or anything else necessary to your health into your luggage. Keep this with you in your carry on or coat.
10. Never leave your luggage unattended, and never carry anything for someone you do not know.
11. If you belong to an organization which may be portrayed as important, i.e., veterans, political, law enforcement, place these ID cards in your checked luggage.
12. Wear comfortable clothing when traveling. Try to avoid clothing which draws attention, i.e., uniforms, jewelry, etc.
13. Do not hang around an airport unnecessarily. Check with your airline for departure time of your flight and what they recommend as prior arrival time at the airport.
14. Use curbside luggage check-in if it is available. Have your tickets and ID ready for the handlers.
15. Proceed directly into the secure area of the airport. This will offer the best waiting location at an airport due to security screening. While in this area, stay away from unattended luggage or packages. Always be cognizant of your environment. Know what's going on around you.

TRAVEL SECURITY

16. If you see an unattended bag or object, immediately notify the authorities.
17. In the unlikely, but possible, chance you hear a bomb warning given, follow the instructions immediately. If no instructions are given, get down flat on the floor. Do this immediately if you hear gunfire or an explosion nearby. Do not scatter and run in panic.

If you are ever caught in a hijacking situation, do the following:

- Do not look the terrorist in the eye. Terrorist may interpret eye contact as resistance.
- Do not be belligerent in anything you say or do. For instance, if you are a large man, the mere act of standing up unexpectedly might threaten the terrorist.
- Do not try to intimidate the terrorist.
- Remain as inconspicuous as possible. Do not ask questions of the hijackers. If they speak to you remain neutral; don't try to patronize them by pretending to be on their side. At the same time do not say anything against them or their cause.
- Hijackers are near-paranoid in their suspicions, so try to avoid conversations and whispering with others. It is extremely dangerous to confide in another passenger, however friendly they may seem. Do not try to second guess if the hijackers or others will like you, be as neutral as possible.
- Some hijackers will rob passengers of their valuables. Do not try to hide anything. If you value your life, turn anything they want over to them, sentimental or not.
- Always ask for permission when getting up, changing your seat, going to the lavatory. If they refuse permission, it may be because they do not understand you. If no one is translating, sit down and quietly ask again later. Its a good practice to use bathroom facilities at the airport just prior to flight. Most hijackings take place shortly after take off.
- Minimize your intake of coffee, tea, soda, etc., this will cut down on excessive use of the bathroom. If they offer you alcohol, accept, but avoid drinking it. You want 100 percent of your wits, even though you are attempting to be passive.
- Take guidance from the flight crew. Though they are not trained in negotiation and rescue, they are trained in what to do when involved in a hijacking.

TRAVEL SECURITY

- It is important for you to think correctly instead of lending yourself to panic. Your most frightening enemy can be time. Therefore think days instead of hours. Reminded yourself that you and your fellow passengers are not alone. All the world will be watching the event unfold.
- If a rescue comes it is going to be rapid 5 to 8 seconds in most cases. The moment you sense that a rescue is in progress get down between the horizontal rows of seats and stay there. Do not let your feet get in the aisle. Do not move unless told to do so by the rescue team.

NOTES:

APPENDIX A

ENTRY SECURITY CHECKLIST

Locks and Locking Devices, Doors, Frames, Hinges, and Windows

An office or home is only as secure as its weakest point of entry. All doors and windows should be checked to see how easily they could be penetrated. Doors and accessible windows should be fitted with locks and other security devices. Remember, the first line of defense in any security system is generally the lock or locking device.

The following is an entry security checklist:

- View locking hardware as a long term investment, match locks to sturdy, compatible doors, frames and hinges so all three components form a strong unit.
- Entrance door locks should have at least a 1 inch deadbolt, a recessed cylinder (to discourage forcible removal) and a cylinder guard.
- Install metal sheathed or solid core entrance doors and install peepholes or intercoms.
- Secure sliding glass doors with a bar, pin the frames so they cannot be lifted off the track.
- Install peepholes or intercom system to identify visitors before opening the door.
- Incorporate all doors and vulnerable windows into an alarm system. Include large picture windows, sliding glass doors, and any windows within arm's length from the ground.
- Make sure all entrance door hinges are heavy duty and are made more secure with non-removable pins.
- Before using a double cylinder lock, which requires keys on both sides, consider the possible safety hazards.
- Consider filling hollow metal door frames with cement behind the strike plate to prevent forcing.
- Restrict keys, both home and office, to those who actually need them. If a key is lost or unaccounted for, replace the lock.
- Keep keys in a locked draw and do not tag them.

APPENDIX B

BOMB THREAT PHONE REPORT

1. Date and Time call received:

2. Exact words of caller:

3. Remain calm and be firm. Keep the caller talking and ask these questions:
 - A. Where is the bomb?

 - B. What does the bomb look like?

 - C. When will it explode?

 - D. What will cause it to explode?

 - E. How do you deactivate it?

 - F. Why was it put there?

 - G. Did you place the bomb?

4. If building is occupied, inform the caller that detonation could cause injury or death to innocent people.

(over)→

CALLER IDENTIFICATION CHECKLIST

Caller's Identity: _____

Sex: ☐ Male ☐ Female ☐ Adult ☐ Juvenile

Approximate Age: ☐ Years

Origin of Call: ☐ Local ☐ Long Distance ☐ Internal

Callers Voice: ☐ Loud ☐ Soft ☐ Fast ☐ Slow
 ☐ Deep ☐ Squeaky ☐ Distant ☐ Distorted
 ☐ Sincere ☐ Raspy ☐ Stressed ☐ Stutter
 ☐ Nasal ☐ Drunken ☐ Slurred ☐ Lisp
 ☐ Disguised ☐ Crying ☐ Broken ☐ Calm
 ☐ Irrational ☐ Rational ☐ Angry ☐ Incoherent
 ☐ Excited ☐ Laughing ☐ Righteous ☐ Accent

Background Noises: ☐ Voices ☐ Trains ☐ Airplanes ☐ Street Traffic
 ☐ Animals ☐ Party ☐ Quiet ☐ Factory Machines
 ☐ Music ☐ Horns ☐ Bells ☐ Office Machines

Familiarity:

☐ Did caller sound familiar?

☐ Did caller appear familiar with building or area by his/her description of the bomb location?

Name of person receiving call: _____

Telephone number call received at: _____

****IMMEDIATELY AFTER CALLER HANGS UP, REPORT THREAT TO SENIOR MANAGEMENT, POLICE DEPARTMENT AND FIRE DEPARTMENT.****

APPENDIX C

ANTI-TERRORISM INDIVIDUAL PROTECTIVE MEASURES

BOMB INCIDENTS:

- If you see a suspicious package or object, call authorities
- Check your mail and packages for:
 - unusual odors
 - too much wrapping
 - bulges, bumps or odd shapes
 - no return or unfamiliar return address
 - incorrect spelling
 - items marked "personal" or "confidential"
 - protruding wires or strings
 - unusually light or heavy packages
- Isolate suspect letters or packages
- Do not immerse a suspect package in water
- Clear the area immediately
- Notify police (911)

OFFICE:

- Question and assist strangers
- Secure important information
- Know your security manager and how to contact
- Screen all mail and packages before opening
- Have a bomb threat checklist at your desk
- Know where the emergency exits are in your building
- Keep your work area clean
- Never give personal information regarding other employees
- Follow security procedures
- Shred documents before discarding

PUBLIC PLACES:

- Watch your children
- Never give personal information to strangers
- Check to see if you are being watched
- Don't allow people to crowd you when using an ATM
- Don't accept rides from strangers
- Be aware of your surroundings
- Avoid large crowds
- Have change in the event you must make a call
- Don't touch suspicious packages or objects
- Don't establish a pattern, vary your routine
- Stay in well lighted areas

HOME:

- Never admit strangers without proper identification
- Install outdoor lighting with motion detectors
- Upgrade doors, windows and locks
- Add a home security system
- Keep trees and shrubs trimmed for a clear line of sight
- Notify authorities if you feel someone is watching your home
- Install peepholes in doors
- Have a local police officer check out your property

HOTELS:

- Protect your room number from strangers
- Select a room between the second and ninth floors
- Stay away from windows and pull drapes
- Know the location of emergency exits
- Know how to call for help
- Secure valuables in the hotel safe
- Check the peephole prior to opening your door
- Keep your room key with you at all times
- When leaving your room:
 - leave a light on
 - leave a TV or radio on
 - shut the bathroom door (leave the light on)
 - place the "do not disturb" sign on the outside doorknob
- Answer the telephone "hello". Never give name or room number

TRAVELING BY AUTO:

- Always lock your vehicles
- Check your vehicle for tampering
- Check your rear seat prior to entering your car
- Park in well lit areas
- If you break down or have an accident, stay with your car, put on flashers, wait for police to arrive
- Keep your vehicle in good running condition and always keep the gas tank at least 1/2 full
- Locate safe areas along your route (police, fire and service stations, stores)
- Don't establish patterns, vary your routes
- Never pick up hitchhikers
- Drive with your windows up and your doors locked
- Have your keys ready when you approach your car

TRAVELING BY AIR:

- Purchase your ticket from a travel agent
- Family members and close friends should know your travel itinerary
- Pack your own bags
- Use curbside check-in (if available)
- Never accept articles from strangers
- Remain inconspicuous - don't overdress
- Place identification in all your luggage
- Immediately proceed through the security checkpoints
- Notify authorities if you see an unattended bag or object

